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**BELLSOUTH**

**Ben G. Almond**  
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May 11, 2000

Mr. Dale N. Hatfield  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Room 7-C155  
Washington, D.C. 20554

Re: Final Service Disruption Report

Dear Mr. Hatfield:

Pursuant to the requirements of the Commission's Order in CC Docket 91-273; released February 27, 1992, BellSouth Telecommunications, Incorporated submits a Final Service Disruption Report for a service outage that occurred on April 11, 2000.

The attached final report completes our response on the April 11, 2000 outage. It includes an update of the information previously provided in the 72-hour Initial Service Disruption Report that was sent to the Commission's Watch Office on April 11, 2000.

If you have any questions concerning this report, please contact the undersigned.

Sincerely,



Ben G. Almond  
Vice President-Federal Regulatory

Attachment

cc: Robert Kimball

## FINAL SERVICE DISRUPTION REPORT

This Final Service Disruption report is filed by BellSouth Telecommunications Inc., in accordance with both the First and Second Report and Order Amendment of Part 63.100 of the Federal Communications Commission's rules. A 72-hour Initial Service Disruption Report for this April 11, 2000, West Palm Beach, Florida outage was filed with the FCC Watch Officer on April 13, 2000.

### GEOGRAPHIC AREA AFFECTED:

The facilities affected in this outage were between the West Palm Beach Gardens to Deerfield Beach, Florida area in Southeast Florida, LATA 460.

### DURATION OF OUTAGE:

Further investigation determined this outage began at 5:37PM EDT and lasted until 7:05PM EDT for a total duration of 1 HOUR 28 minutes.

### ESTIMATED NUMBER OF CUSTOMERS AFFECTED:

There were potentially 30,480 customers affected during this ring failure.

### TYPES OF SERVICE AFFECTED:

Inter-office and Intra-LATA services were affected between BellSouth's West Palm Beach Gardens tandem to a wireless company in Deerfield Beach, Florida.

### ESTIMATED NUMBER OF BLOCKED CALLS:

There were approximately 239,711 blocked calls during this service-affecting event.

### APPARENT OR KNOWN CAUSE OF THE INCIDENT:

In preparation of a customer's OC-48 ring modification (planned for April 14, 2000), BellSouth issued "pseudo" engineering documents to rename the ring and its associated equipment. These documents were clearly marked as "RECORDS ONLY-NO PHYSICAL WORK".

On April 11, 2000, fiber jumpers in two different offices were disconnected in error causing the ring to go open. The first occurrence was at approximately 3:20PM EDT in the Boynton Beach Main central office when fiber jumpers were disconnected at the fiber cross connect panel. (This was a fiber pass through location and had no OC48 terminal). The ring at this point was in simplex mode, and service was not impacted.

At approximately 5:37pm, in the Miami-Red Road central office the fiber was removed from the cross connect panel to read the light level. The fiber was replaced, but further investigation determined this connection was not good and the optical receiver in the Perrine central office had reported loss of signal (thus beginning the reportable portion of this outage).

### ROOT CAUSE:

## Dual Process Error, Telco

### METHODS USED TO RESTORE SERVICE:

At 5:37PM EDT, BellSouth initiated outage bridge procedures to isolate the cause of alarms and call blockage in the West Palm Beach, Florida area. Multiple specialty centers (surveillance, analysis, regional technical support, field work groups and local supervision) participated in analyzing the situation.

After checking multiple points in the fiber, BellSouth restored the ring at 7:05PM EDT at the Boynton Beach Main central office (BYBHFLMA) by replacing fiber jumpers that had been disconnected in error. This action returned the system to a simplex mode (and ended the reportable portion of this event).

At 7:35PM EDT, the second error was cleared when BellSouth cleaned and replaced the fiber at the Miami-Red Road central office.

### STEPS TO PREVENT RECURRENCE:

Local network operations management has covered field personnel on procedures for disconnects and working facilities.

Network staff reviewed provisioning processes and determined provisioning procedures had been followed. Provisioning personnel is being trained to prevent work from being sent to centers where "records only" work is involved.

### EVALUATION OF EFFECTIVENESS AND APPLICATION OF NRC RECOMMENDATIONS AND BEST PRACTICES

Having reviewed the Network Reliability Council's Compendium of Technical Papers, there was no best practices for this failure scenario relative to sonet rings. BellSouth's internal restoration practices, however, allowed technical support experts to pinpoint the troubles, dispatch to the appropriate sites and reduce the outage time.

00-051

☐ 120 Minute  
Initial Report

# SERVICE DISRUPTION

☒ 72 Hour Initial  
Report

**TO:**  
FCC Watch Officer  
Washington, D. C.

**FAX No.:** (202)-418-2812 or  
**FAX No.:** (202)-418-2813  
**Tel. No.:** (202)-632-6975

OR

**TO:**  
FCC Watch Officer  
Columbia Operations Center  
Columbia, Maryland

**FAX No.:** (301)-725-2521  
**Tel. No.:** (301)-725-2278
**FROM:**

BellSouth Telecommunications

Reported Initiated By: Susan Kirkman

Contact No.: (404-321-2516)

Date of Incident: 04/11/2000 Time of Incident: 5:37 AM

☐ EST☒☒ CST☐

Date of BST's Knowledge of Incident: 04/11/2000 Time of Knowledge: 5:37 AM

☐ EST☒☒ CST☐

Estimated Number of Customers Affected: Actual: To be Determined Potential 30,480

Duration of Incident: 1 hour 35 minutes Estimated Number of Blocked Calls: 239,711

Geographic Area:		Types of Services Affected:	
City:	West Palm Beach - Gardens	<input type="checkbox"/> Intra-Office	<input type="checkbox"/> 911
State:	Florida	<input checked="" type="checkbox"/> Inter-Office	<input type="checkbox"/> Congestion
CLLI:	WPBHFLGR02T	<input checked="" type="checkbox"/> Intra-LATA	<input type="checkbox"/> Operator Services
LATA #:	460	<input checked="" type="checkbox"/> Inter-LATA	<input type="checkbox"/> LIDB/800
<input type="checkbox"/> Rural	<input checked="" type="checkbox"/> Metro	<input type="checkbox"/> Suburban	

Switch Types:		Category of Incident Which Makes this Reportable:		
<input type="checkbox"/> ATT 1AESS	<input type="checkbox"/> NTI DMS 200	<input type="checkbox"/> Local Switch	<input type="checkbox"/> SS7	<input type="checkbox"/> >50,000 Lines
<input type="checkbox"/> ATT 5ESS	<input type="checkbox"/> NTI STP	<input type="checkbox"/> TOPS	<input type="checkbox"/> Congestion	<input type="checkbox"/> 30,000 to 49,999 Lines
<input type="checkbox"/> ATT STP	<input type="checkbox"/> Siemens EWSD	<input type="checkbox"/> Tandem (Local)	<input checked="" type="checkbox"/> Facility	<input type="checkbox"/> Fire
<input type="checkbox"/> N7 DMS 100	<input type="checkbox"/> Ericsson STP	<input type="checkbox"/> Tandem (LATA)	<input type="checkbox"/> Special 911	<input type="checkbox"/> FAA/Media Attention
<input type="checkbox"/> NTI DMS 100/200	<input type="checkbox"/> Alcatel STP			
<input checked="" type="checkbox"/> OTHER:				

**Apparent or Known Cause of Incident:**

Investigation is on-going to determine if pseudo disconnect orders (for an upcoming OC-48 ring division) were worked in error and may have caused a ring failure (between West Palm Beach and Delray Beach)

**Methods to Restore Service:** To Be Determined

**Steps to Prevent Recurrence:** To Be Determined

**BST Contact:** B. G. Almond  
Director - Federal Regulatory  
Tel. #: (202)-463-4112  
FAX #: (202)-463-4198

Date Faxed to FCC:

Time Reported To FCC:

AM

☐ EST

PM

☐ CST

FCC Contact: